

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Lindco Products

#### Oregon Manufacturing Extension Partnership

#### Menagerie Works Increases Profits By Implementing Lean Technologies

**Client Profile:**

Lindco Products Inc. dba Menagerie Works manufactures and services high-end garden accessories. Founded in 1997 in Portland, Oregon, the company now has 10 employees.

**Situation:**

Menagerie Works was having a difficult time staying ahead of customer demand. Labor intensive processes for some of its products resulted in excessive overtime and labor costs, late shipments, and inventory shortages. As customer relations began to suffer, labor costs began to cut heavily into profits. The company knew it needed help, and contacted the Oregon Manufacturing Extension Partnership (OMEP), a NIST MEP network affiliate.

**Solution:**

OMEP introduced Menagerie Works to the concepts of lean manufacturing and the methods by which lean could help improve company processes and efficiencies to reduce labor costs and increase profits. OMEP worked with Menagerie Works to apply lean practices to the company's two highest volume product lines. By instituting a "pull" type inventory control system, which helps a company maintain optimum inventory levels, Menagerie Works has dramatically improved its on-time shipping rate. This, in turn, has improved customer relationships and helped the company retain and increase revenues. OMEP also helped the company refine its labor practices to improve product quality and cut overtime expenses. OMEP recommended a lean approach to administrative controls, and now Menagerie Works monitors its shop output daily.

Menagerie Works plans to fine-tune the lean practices initiated on its high-volume lines, and then apply its new found knowledge, with OMEP's help, to its smaller product lines. The company intends to streamline its labor processes by eliminating non-value-added activity and anticipates a resulting 5 to 15 percent increase in productivity.

**Results:**

Saved \$78,500 in labor related costs.

Retained \$500,000 in revenues.

Retained 10 jobs.

Invested \$3,300 in workforce training.

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

Reduced manufacturing time by 30-35 percent.

Improved on-time shipping by 30 percent.

Reduced lead times by more than 70 percent on some products.

Reduced reworks to nearly zero, and reduced level of rejected parts to 5 percent.

Improved administrative processes to monitor output, profitability, and margins.

### **Testimonial:**

"The Oregon Manufacturing Extension Partnership...introduced us to the concept of lean manufacturing. [The organization] has also helped us to develop several administrative tools for monitoring our manufacturing efficiencies, and for providing continuous improvement of both our processes and our product. We look forward to having OMEP back in the shop to guide us through the second phase of our implementation of lean manufacturing principles."

Douglas Cooper, COO